

Meeting the Challenges to Help Customers Keep the Heat on This Winter

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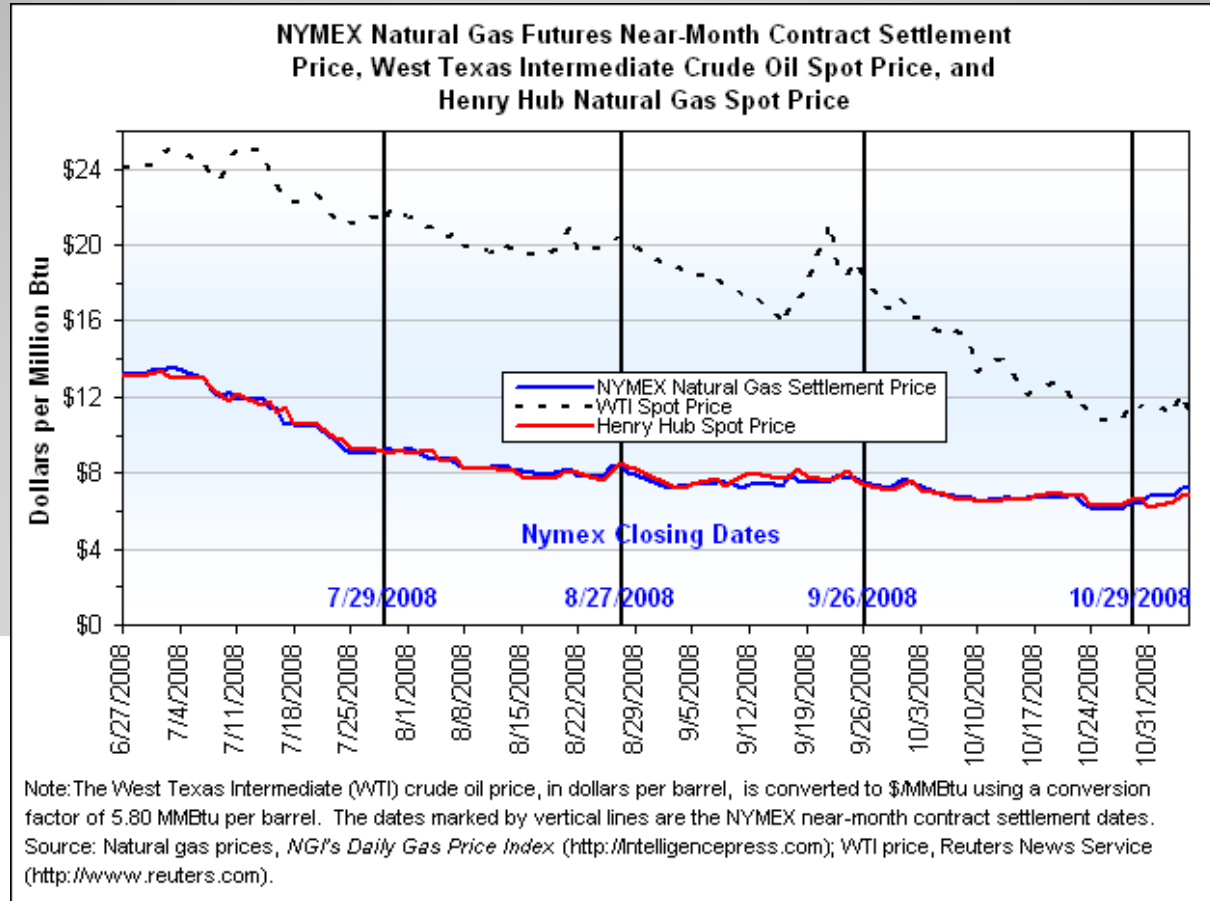
NARUC Annual Meeting
New Orleans, LA
November 18, 2008



Meeting the Challenges By Consumer Education

Increase Awareness of Current Energy
Market





U.S. NATURAL GAS PRICES

Meeting the Challenges By Consumer Education

Promote Energy Conservation and Weatherization

- OPC-DC Winter Safety Tips
- OPC-DC Energy Myths



Meeting the Challenges By Consumer Education

OPC-DC Energy Expo

“Creating A Greener DC
Through Energy Efficiency”

November 1, 2008



Meeting the Challenges By Consumer Protection

Winter Utility Service Termination Restriction

No Service Termination When Temperature
is Forecast To Be 32° Or Below



Meeting the Challenges By Consumer Protection

LIHEAP

- \$763,546 reduction in LIHEAP funding in D.C. for FY2009
- 22% increase in the number of LIHEAP eligible households
- DDOE seeks to increase LIHEAP Income Eligibility Guidelines



Meeting the Challenges By Consumer Protection

Utility Discount Programs

Residential Aid Discount-PEPCO

Residential Essential Service-Washington Gas



Meeting the Challenges By Consumer Protection

Other Energy Assistance Sources

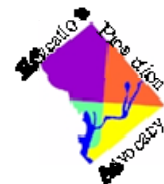
DDOE Emergency Assistance
Washington Area Fuel Fund
Community Based Organizations



Meeting the Challenges By Consumer Protection

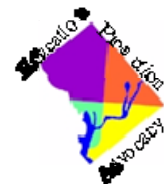
Energy Efficiency Programs

- Heating System Repair, Replacement and Tune-up
- Energy Awareness Campaign
- Saving Energy in D.C. Schools
- Weatherization



Meeting the Challenges By Consumer Protection

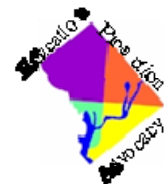
Budget Billing



Meeting the Challenges By Consumer Protection

Medical Certification

Postpones Utility Service Termination For Up To 42 days



Meeting the Challenges By Consumer Advocacy

Payment Deferral Mechanisms

Increase LIHEAP Funding

Long-term Procurement Contracting



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